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# Example of Registration Job Description

Our company is looking for a registration. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for registration

* Processing registrations, respond to alumni inquiries and provide excellent customer service, send confirmations, update phone hotline information, process refunds, generate reports, proofreading registration materials, and print tickets, nametags and registration packets
* Supervise and coordinate all accounting operations that relate to registration, including regular compliance procedures and reports, final summaries, credit card terminals and account transfers
* Manage registration budgets
* Coordinate the production of registration related materials (including registration forms, tickets, nametags, wristbands, mailings, on-site registration forms)
* Stay on top of industry standards in customer service and registration, providing input for enhancements and researching potential solutions
* Ensure registration policies and procedures are put in place in regards to pricing, refunds and confirmation systems
* Research and implement registration solutions with outside vendors as needed, which may include determining technical specifications, planning out staff and other resources for events
* Oversee the onsite registration process at events, both on campus and regionally, which can include travelling up to 20% of time
* Hire, train and supervise 3-4 full-time, term staff to process Reunion Homecoming registration forms, respond to alumni inquiries, mail confirmation postcards, update voice mail information, process refunds, generate reports, proofread registration materials, and print and compile tickets, nametags and registration packets
* Ensure that volunteers and paid staff are trained to handle the various tasks associated with registration (greeters, pre-registration check-in, on-site registrations)

## Qualifications for registration

* Organize registration projects for student workers throughout the year and for Reunion Homecoming Team Leaders
* Investigate, document and report complaints regarding all aspects of registration including customer service, crowd control and staff issues
* Work with internal SAA Information Technology team and others as we transition to new Sales Force compatible events registration system
* Develops the on-site registration layout to include counters, furniture, electric, phone, Verifone, signage
* Perform initial review of all pre-hire, new hire and internal transfer candidates to ensure registration and disclosure requirements are met
* Maintain BETA registration records